



iPads at Langley Grammar School

The purpose of this document is to help answer questions that are frequently asked by students and their parents in relation to iPads at Langley Grammar School. Please note that some questions are not applicable to students joining the school at Sixth Form. These are marked by green shading of the question box. Questions that have been recently updated are identified by blue shading.

Choice of devices

What is Jigsaw24?	<p>From Jigsaw24...</p> <ul style="list-style-type: none"> Jigsaw24 Systems Ltd, trading as Jigsaw24 started in 1992. We began life as a supplier of Apple goods and became an authorised Apple reseller in 1996 and by 1999 were the largest Apple business-to-business reseller in the UK, a position we hold to this day. We are the only company in the UK to hold Apple's two highest accreditations, Apple Authorised Education Specialist and Apple Authorised Enterprise Reseller. In education, Jigsaw24 work with over 6000 schools throughout the UK and provide solutions for schools that ensures the purposeful use of technology to support teaching and learning.
Are Samsung tablets suitable?	<ul style="list-style-type: none"> No. Having all students using an iPad enables teachers to plan with the knowledge that each student has similar technology. Our mobile device management systems are set up to support Apple technology. We believe the AppStore to be a more robust and safer source of apps to use in a school environment. Apple have a much stronger commitment to privacy, for example not (by default) tracking app and website usage. They are harder to jailbreak. Apple also have a greater commitment to standardising the same base level of performance and secure access to apps, despite the device being used. This means the support period for an older iPad is much longer than the equivalent Android based device. Finally, the integration between Apple and Microsoft apps continues to be strong, making it easier for students (and staff!) to use an iPad alongside a laptop or PC at home (or in school)
Will someone with a more powerful iPad have an advantage over someone	<ul style="list-style-type: none"> We do not believe so. This has been one of the reasons we have continued to use an iPad in school: the experience is uniform across the students.

with the most basic, or Pool iPad?	
Is the screen size big enough and can we order a big one from Jigsaw?	<ul style="list-style-type: none"> • Our experience of how students use devices at LGS suggests the recommended size screens are definitely suitable for a mixture of written and practical activities. • You can purchase larger devices from the Jigsaw24 website (not via the Portal), or other sellers.
Do you need cellular? Can we provide an iPad that has a cellular option?	<ul style="list-style-type: none"> • We would prefer you to buy Wifi only. • A Sim-card can allow students to bypass our Smoothwall (internet filters) in school, and your filters at home. • Similarly, we do not allow students to use VPNs.
What is the difference between a normal iPad and iPad Pro?	<ul style="list-style-type: none"> • Please refer to the Apple website. https://www.apple.com/uk/ipad-10.2/ https://www.apple.com/uk/ipad-pro/
Are the ZAGG (Integrated Keyboard cases rugged enough for LGS student activities?	Yes.
Why iPads, and not laptops?	<ul style="list-style-type: none"> • We are committed to the education opportunities that mobile technologies give us. An iPad is far easier to use to film, create media, completing geography fieldwork or programme a Sphero. We provide an option for parents to purchase a case with a keyboard. • iPad batteries hold their charge longer and are easier to store safely both in, too and from their journeys to school. • Finally, it is not possible to deploy such high quality mobile device management to Windows laptops, which makes it harder to comply with Safeguarding requirements.
Why have you removed the mid-range option for an iPad Air?	<ul style="list-style-type: none"> • We have always tried to give parents as much flexibility about the device they provide and offer far more options than any other school Jigsaw24 work with. We always review the options parents take at the close of each portal • The more options we provide, the more complicated the portal becomes and the harder it is to ship devices to the school. In addition, global stock levels of technology are currently constricted. We have therefore taken the choice to reduce the range of devices we offer, in the hope delivery will be smoother. • Last year, the iPadAir was significantly less popular than the standard iPad. A significant number of parents requested we offer the iPadPro. Until now the price of an iPadPro has been higher than what we wished to offer through the portal. This has changed; and since a number of the distinguishing features of the iPadAir are also offered by the iPadPro at a price point that was still a reasonable step up from the

	<p>most expensive version of the standard iPad model, we are only offered the standard iPad and iPadPro on the portal.</p> <ul style="list-style-type: none"> • We will review our decision again next year.
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Why iPads versus laptops? - mobility, charging (could not have 30 plugs trailing across every class, iPad batteries hold charge better), personal safety (too obvious when carrying around), access to App Store

Storage and Memory

If we provide an iPad ourselves, does the specification matter?	<ul style="list-style-type: none"> • Any iPad purchased independently must be new enough to update to the latest operating system and not likely to go end of life within the next 2-3 years. When a model is no longer supported by Apple, users are blocked from updating or installing newer apps and security flaws are not patched, leaving the user vulnerable. This may be helpful: https://www.lifewire.com/obsolete-ipad-4138570 • iPads must also have sufficient memory (32gb minimum) and a screen sufficiently large for easy viewing (not iPad mini). <p>Our recommendations:</p> <p>Standard 'Education' iPad:</p> <ul style="list-style-type: none"> • iPad 6th, 7th, 8th or 9th generation onwards is the best choice and will provide broadly the same functionality. • iPad 5th generation and older are not advised as they are discontinued models and we do not know how long Apple will continue to provide updates. <p>iPad-Air range:</p> <ul style="list-style-type: none"> • Models which cannot update to the latest iOS version are not suitable, e.g. iPad Air 2/3. • iPad Air 4 onwards are acceptable, however, please bear in mind that the older the model, the more likely it is to go end of life sooner. <ul style="list-style-type: none"> • We suggest a minimum storage capacity of 32gb but note the most recent iPads have a minimum storage of 64gb, reflecting the increasing demands of apps and media used by students.
Is 32gb enough?	<ul style="list-style-type: none"> • Possibly. Some students are currently using devices with 32gb. However, a small number ran out of space after 2-3 years use. 64gb is the new minimum spec for iPad 9th Generation and reflects the increased size of apps students might use and media they might create.
Would the presence of the iCloud negate the need to larger storage 128GB?	<ul style="list-style-type: none"> • Potentially. 128gb enables students to use the device in different ways, e.g. to store GarageBand or Apple Music, iMovie clips, or their work done for art, or photography. Some high specification apps

	increasingly occupy more space. 128gb might be seen as a 'future-proofing option'.
Is it possible to have the iPad data backup taken on iCloud?	<ul style="list-style-type: none"> • Yes, students should always do this. • Apple ManagedIDs provide students with 200gb of iCloud storage.
Do we need to use our own iCloud account for the backup or is it something provided by school?	<ul style="list-style-type: none"> • The school will provide students with an iCloud account, which is part of their Managed IDs. • We also provide access to OneDrive storage with a 100gb limit.

Choice of Provision

Is there any student discount available to purchase an iPad from Jigsaw24?	<ul style="list-style-type: none"> • Yes, the iPad prices from Jigsaw include an Education discount. The inclusion of 2 years insurance and warranty is also a competitive price.
If we buy our own iPad, does the school sell the prescribed case?	<ul style="list-style-type: none"> • The school does not sell cases. • Please see the Jigsaw24 website, or alternative suppliers.
What is the latest date we have to commit to buy the iPad via Jigsaw24?	<ul style="list-style-type: none"> • The portal will be open until Friday 20th May for all parents.
If I make the decision to contribute to a device from Jigsaw24 after the deadline, is there any way I can order?	<ul style="list-style-type: none"> • Not if you want to contribute to a device. • You can order directly from the Jigsaw24 website, or alternative providers
For those students who already have their iPads, how can they get their devices configured?	<ul style="list-style-type: none"> • Please factory reset the iPad, bring it to school and the ICT Technicians will configure it to the same level as those purchased through the school. • If buying yourself, please look for references to "BYOD" in the accompanying letters from the school.
When do you expect iPads to be submitted for configuration by your technicians	<ul style="list-style-type: none"> • It can take up to 6 weeks to organize all 6 tutor groups. We will confirm a timescale shortly.
What's the deadline for submitting the device if we bought our own?	<ul style="list-style-type: none"> • We will confirm a timescale shortly.

Mobile Device Management and Apps

What is MDM (Mobile Device Management)?	<ul style="list-style-type: none"> • A software that is installed on the iPad – it allows iPad settings and apps to be changed or installed remotely, at school or at home. • It also includes a 'Smoothwall' certificate, to provide secure and filtered Internet access while the iPad is on school wifi.
Do devices have to be 'managed'?	Yes.

	<ul style="list-style-type: none"> • The primary purpose of the MDM is to support compliance with the Governments expectations regarding Safeguarding our students. • In addition, we can purchase and deploy apps to student and staff iPads. In rare cases, the school also has the facility to restrict certain functionality on an iPad, e.g. block an app or Internet access. • There are many manufacturers of MDM technology – our current supplier is called “JAMF”. • If students replace their iPad, they are required to bring their new device to the ICT Technicians to be enrolled on Jamf MDM – they are not permitted to use an iPad without MDM at school.
<p>Can we still download apps from the app store? are there any restrictions on apps</p>	<ul style="list-style-type: none"> • No. Restrictions driven by JMMD and Apple’s policy for Managed Apple IDs prevent Appstore usage. • However, students will instead be able to download apps from the ‘Self Service’ app on their iPads, both in school and at home. “Self Service” is a cut down version of the Apple app store, which only includes apps provided for use by the school. <p>*Please note the school does not accept liability for any App Store apps.</p>
<p>Do restrictions continue into the summer holiday? Will the app store be available in the summer holidays for preowned iPads?</p>	<ul style="list-style-type: none"> • MDM restrictions stay in place for the duration every child is registered with the school, including holidays. This is regardless of how the iPad was purchased.
<p>Does the MDM allow me to impose restrictions such as screen time?</p>	<ul style="list-style-type: none"> • MDM does not restrict ScreenTime app. You can still set usage limits on the iPad. • You can also install “Jamf Parent” app on your phone, to help you to manage the iPad while at home, e.g. enable only specific websites or lock the iPad to a specific app to enable focus. Instructions are available on our website.
<p>Does the Apple Managed ID cause any restrictions?</p>	<ul style="list-style-type: none"> • It blocks the “Find my iPad” feature. However, there is a workaround - to get the location of a device signed in on wifi and with a Managed Apple ID, students can ask the ICT Technicians to enable the feature remotely. This is an Apple restriction, not one enforced by the school.
<p>How can we put apps that we have purchased as a family on to the iPad, either for my child or a sibling?</p>	<ul style="list-style-type: none"> • Assuming the parent has purchased the app, we would ask you to: <ul style="list-style-type: none"> ○ Make an appointment to come into to school to meet the ICT technicians ○ Sign in to Apple App store temporarily ○ IT will temporarily enable the store, then disable immediately afterwards ○ Install the app and sign out.
<p>Will the AppStore be enabled after the lease ends?</p>	<ul style="list-style-type: none"> • No. The Appstore will become available when students leave LGS and their iPad is removed from MDM.

	<ul style="list-style-type: none"> This approach is similar to many other schools using Apple 1:1. Students in years 7-11 have similar restrictions and will continue as they progress through the school.
Can you have multiple user configurations on one device - one for home and one for school.	<ul style="list-style-type: none"> This is not currently possible.
Can we get apps that cost money, e.g. Procreate	<ul style="list-style-type: none"> Paid-for apps that subject teams believe are useful are purchased by the school in Volume Discount. Please contact the school if you have any requests or suggestions.
Will the school be responsible for iOS updates?	<ul style="list-style-type: none"> The student controls this - we will send the iPad out setup to automatically download and install updates. Students have the choice to turn this off. However, please note some older iPads require installation to be initiated manually - it is a very easy process, and students can visit ICT if they need any support

Finance, Insurance and Breakages

Is there a balloon payment at the end of the Contribution period on the Single payment option?	<ul style="list-style-type: none"> No – Ownership will automatically be transferred at the end of the end of the 24 month period.
If we purchase through Jigsaw as one-off payment - are there any further payment post 24 months? Will the Tablet be ours or still considered "leased"?	<ul style="list-style-type: none"> There is no further payment. However the device is still owned by Langley Grammar School until the end of the 24-month period.
Who is Jigsaw's Insurance provider?	<ul style="list-style-type: none"> CPU - https://www.cpu.co.uk/cint/mobilelearning/default.asp
How long is CPU insurance product valid for?	<ul style="list-style-type: none"> 2 years, if your iPad is purchased from Jigsaw24. <p>Please note the CPU insurance only covers the iPad device – it does not cover accessories.</p> <ul style="list-style-type: none"> Apple Pencils come with a 1 year manufacturer warranty supplied by Apple. They are not covered under the CPU insurance. Keyboard and case manufacturers also apply their own manufacturer warranty (differs per company) but they are not covered under the CPU insurance. <p>A manufacturer warranty differs from insurance in that it generally only covers defects proven to have arisen during the manufacturing process, or if the product does not meet the manufacturer's standards. It does not cover post-sales user issues, e.g. falls or losses.</p>

<p>After the two-year lease comes to an end, and my iPad was purchased from Jigsaw24, will there be some option to upgrade device after 2 years?</p>	<ul style="list-style-type: none"> You may take a new lease on a new device after two years. The portal opens twice a year – for year 7 and incoming year 12 students.
<p>Please clarify you some language on the insurance product:</p>	<p>Does 'location' include the school bag?</p> <ul style="list-style-type: none"> The device must not be left unattended at any time, in any location. <p>Insurance should cover theft of pad even unattended</p> <ul style="list-style-type: none"> No, unattended iPads are not covered <p>Are the school premises considered secure within the T&Cs of the insurance?</p> <ul style="list-style-type: none"> As above, the device should not be left unattended in any circumstances unless left in a locked and supervised location. <p>If a child is attacked, is the iPad still covered under the insurance?</p> <ul style="list-style-type: none"> If such an incident occurs, the parent would need to submit full details of the Police report along with the claim <p>If a student is attacked outside school and their school bag gets stolen with the iPad is inside it (not visible), is this covered by the insurance?</p> <ul style="list-style-type: none"> As above, all such theft claims must be accompanied by a Police report and crime ref number
<p>Have you any stats on successful/unsuccessful claims from Jigsaw's insurance (LGS) and/or case studies...</p>	<ul style="list-style-type: none"> LGS students are generally very careful about how they look after their technology. We have never yet dealt with a student who was attacked in order to get their iPad. We have relatively few claims and cannot remember when a claim was not honoured. As a result, we tend not to collate the statistics.
<p>When an iPad breakdown, until its repaired, would there be a replacement provided by the insurer or school?</p>	<ul style="list-style-type: none"> Yes. The process is outlined on the LGS website. Students must bring in a completed form to enable the ICT team to release a temporary iPad. Please see here for more information.
<p>Why does Jigsaw24 want us to use the DUX case?</p>	<ul style="list-style-type: none"> Jigsaw24 have recommended this case for a number of years. It is particularly robust when the device is dropped, and also covers the screen. There are other robust cases on the market and parents providing their own devices are free to choose other ones. However, we strongly encourage parents to choose a case that covers the screen. The Jigsaw24 insurance is reliant on the DUX case being used (or equivalent for the keyboard)

Accessories

<p>Is the Apple Pencil a must? Can we purchase a non-Apple pencil as they are a lot cheaper?</p>	<ul style="list-style-type: none"> • Apple branded Pencils are not a requirement. However, students who do use them find the Apple Pencil very useful. • A writing stylus of some brand is a must though. There are many designs and places to purchase these.
<p>Is there a specific requirement for an Apple Pencil Model?</p>	<ul style="list-style-type: none"> • No, but please note that older iPad models only work with the 1st Generation Apple Pencil. <p>A 1st Generation Apple pencil works with:</p> <ul style="list-style-type: none"> • iPad Pro 12.9-inch (1st or 2nd generation 2015-2017) • iPad Pro 10.5-inch.(2017) • iPad Pro 9.7-inch.(2016) • iPad Air (3rd generation onwards - 2019) • iPad (6th generation onwards - 2018) • iPad (6th generation - 2018) • iPad mini (5th generation- 2019)
<p>Is the keyboard essential?</p>	<ul style="list-style-type: none"> • No.
<p>What about headphones – do we need to buy AirPods?</p>	<ul style="list-style-type: none"> • No. • The iPad (9th Generation) still comes with a headphone jack. The iPad Air does not, but you can easily purchase USB C - Jack adapters, or other cheaper Bluetooth headphones.
<p>What percentage of classroom learning is on iPad? Is this replacing the textbook learning?</p> <p>Will the children be expected to use it in classroom or only to submit their homework?</p>	<ul style="list-style-type: none"> • It will vary from subject to subject. We encourage our teachers to use a wider range of tools. We need to prepare students to sit written examinations, so we encourage teachers to pursue a blended approach to technology.